



Department Of
INFORMATION
TECHNOLOGY

State of Maryland

Department of Information Technology

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DoIT Network Operations Network Service Request Submission



Any request for adding, changing or decommissioning any networkMaryland™ connection is performed by submitting a Network Service Request or NSR.

The submission is a google form that can be accessed through the following hyperlink

<https://doitmaryland.service-now.com/networkMaryland/private.do>

When accessing the form, the Name, Agency, Location, Business phone and email are auto-filled based on the user logged into the Connect.md.gov portal.

Maryland.gov | Phone Directory | State Agencies | Online Services

MARYLAND.gov DEPARTMENT OF INFORMATION TECHNOLOGY

networkMaryland™ Service Request Form

Use this form to submit requests for service under the networkMaryland program. Required fields are noted with a *

- Upload any documentation supporting your request.

Requester Information

* Name
Russell Posey

Please validate the requester information below. If this information needs to be updated, please check the box and provide updates in the Updated Requester Information box below.

Has any of this information changed?

Agency
DOIT-Department of Information Technology

Location
Crownsville-100 Community Pl

Business Phone
4106979445

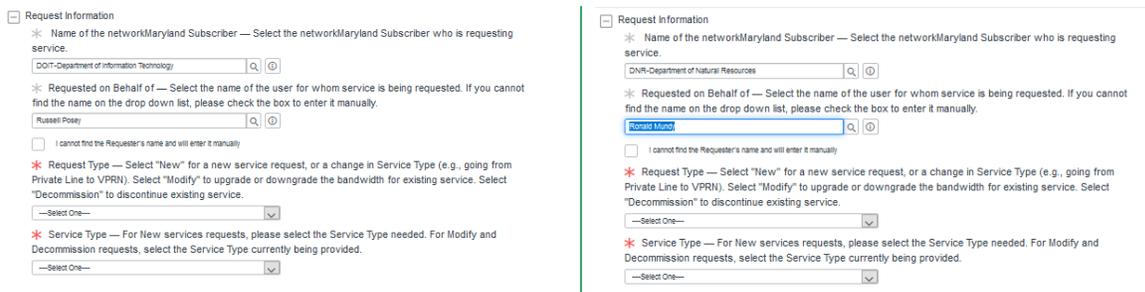
Email
Russell.Posey@maryland.gov



Network Service Request Submission Instructions

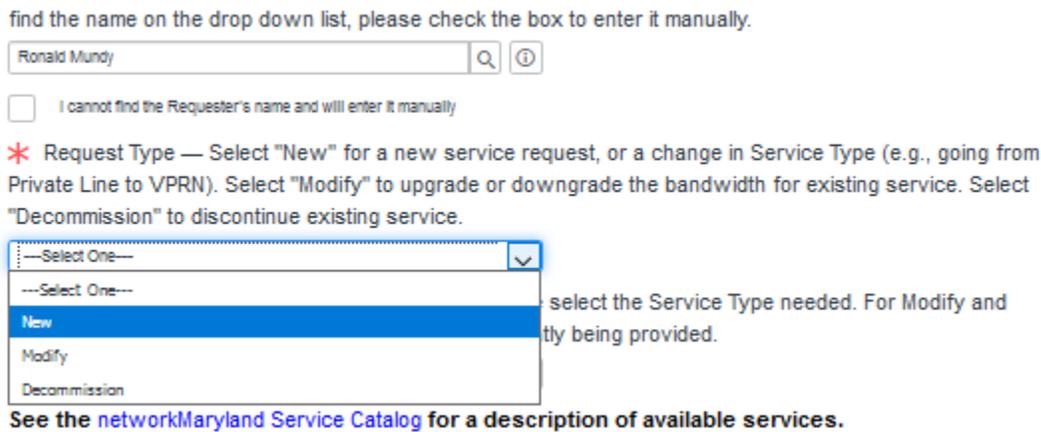
Those fields can't be changed.

The Request Information must be filled out for the Network Maryland Subscriber. Upon launching the form, the networkMaryland™ subscriber and the Request on Behalf fields default to the user submitting the form. If this form is being submitted for an agency other than the one the submitter belongs to, this can be changed along with the Request on Behalf Field.



The next field is the request type. There are three options.

New, modify or decommission.



Selection for the Service Type. The Selections are Internet, Private Line (Layer-2), SwGI or VPRN.

*Note Most of the connection for Enterprise Agencies would be VPRN. If not sure, consult with networkMaryland™ or DoIT Lan Services.



Network Service Request Submission Instructions

Private Line to VPRN). Select 'Modify' to upgrade or downgrade the bandwidth for existing service. Select 'Decommission' to discontinue existing service.

New dropdown menu

* Service Type — For New services requests, please select the Service Type needed. For Modify and Decommission requests, select the Service Type currently being provided.

Select One dropdown menu with options: Internet, Private Line (Layer 2), SvcGI, VPRN

Description of available services.

What is the Bandwidth Required for the Service Type Requested? — Select the Service Code with required

The Bandwidth Required has many selections based on what is needed for the site. If additional assistance is needed, contact networkMaryland™ or DoIT Lan Services.

Screenshot of a web browser showing a table of service codes, types, and bandwidths. Includes a search bar and a 'Submit' button.

Service Location contains the address' for most networkMaryland™ serviced sites. If the site you are requesting is not in the list, there is a checkbox to indicate a new location.

The Locations and input into the system in the following format:

City Name-Street Address.

Examples:

Baltimore-3007 East Biddle Street

Silver Spring-962 Wayne Avenue



Network Service Request Submission Instructions

* Service Location — Select the Service Location where service is needed. If Service Location is not present, select checkbox box below (for new requests only)

The screenshot shows a web browser window titled "Locations | DoIT ITSM Production - Waterfox". The address bar shows the URL: https://doitmaryland.service-now.com/networkMaryland/cmnn_location_list.c. The page displays a table of service locations with columns for Name, City, State / Province, and Country. The table contains 10 rows of data, each with a blue dot icon to the left of the location name.

Name	City	State / Province	Country
Silver Spring-962 Wayne Ave	Silver Spring	MD	USA
Elkton-200 Chesapeake Blvd Ste 2500	Elkton	MD	USA
Easton-713 Dover Rd	Easton	MD	USA
Gambrills-2474 Bell Branch Rd	Gambrills	MD	USA
Columbia-9820 Patuxent Woods Dr	Columbia	Maryland	USA
Baltimore-3007 East Biddle St	Baltimore	Maryland	USA
Capitol Heights-1472 Addison Rd S	Capitol Heights	Maryland	USA
Chesapeake City-2859 Augustine Herman Hwy	Chesapeake City	Maryland	USA
Cumberland-20 E Offutt St	Cumberland	Maryland	USA

Select the Date that the services is requested by:

* Date Service Needed — Select date if service is required earlier than the date provided. Requests for new network service typically take 90 days to deliver. Requests for service modification or decommissioning typically take 30 days to deliver.

The screenshot shows a date selection interface. At the top, a date field displays "10-09-2018". Below it is a calendar for "October 2018" with the 9th of the month highlighted. To the right of the calendar is a text input field for "Duration — Enter any notes or special instructions for DoIT review related to the service". Below the input field is a "Submit" button. At the bottom, a performance bar shows "Response time(ms): 1041, Network: 128, server: 353, browser: 580".



The Notes for Service Configuration should contain any special instructions including site access times and contact information for onsite personnel that would need to be informed of any installation if needed.

decommissioning typically take 30 days to deliver.

10-09-2018 

Notes for Service Configuration — Enter any notes or special instructions for DoIT review related to the service request.

This is a secure site please contact Janis Hendrix at 555-312-8900

Submit

Response time(ms): 1041, Network: 128, server: 353, browser: 580



When all the fields have been filled out, a splash screen giving a NSRxxxxxxx number will be displayed. A representative from networkMaryland™ will be in contact to assist in fulfilling the request.